

Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 1. General Enterprise Banking Service Delivery
(Key Function – 1.7 Delivery of Account Services)

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| Title | Open, maintain and terminate different accounts |
| Code | 109188L3 |
| Range | Provision of account services for general enterprise banking clients in the areas of establishing, monitoring and closing bank accounts. This applies to different types of deposit, loans and / or bills accounts of general enterprise banking clients. |
| Level | 3 |
| Credit | 3 (For Reference Only) |
| Competency | <p>Performance Requirements</p> <p>1. Knowledge in the Subject Area</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Possess basic knowledge in the account services designated to enterprise banking clients in order to meet the standards of the bank while performing the tasks; • Understand the features and operational procedures of different account services of the bank in order to carry out the job effectively. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Obtain basic personal and business information in order to understand clients' needs in account services; • Open accounts for clients and verify their eligibility in accordance with banking regulations (e.g. KYC), internal guidelines and relevant regulations (e.g. PDPC); • Obtain customer details and prepare documentation as required in opening of different bank accounts; • Present information on services, terms and conditions of the accounts clearly to ensure understanding; • Arrange for delivery of account documentation and facilities (e.g. cheque books, cards); • Obtain authorization; • Maintain comprehensive records of account transactions and report to management when irregularities are identified; • Ask appropriate questions to understand why customers would like to cancel the account and propose alternative solutions if necessary; • Execute the procedures in accounts termination according to the bank's stated guidelines. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Open, maintain and terminate accounts in compliance with regulatory requirements, professional ethics and internal guidelines of the bank; • Process account opening, maintenance and termination processes with a positive mindset and full preparation. |
| Assessment Criteria | <p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Execution of account opening, maintenance and termination in accordance to clients' requests or the bank's decision in compliance with the regulatory requirements and the bank's guidelines. |

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